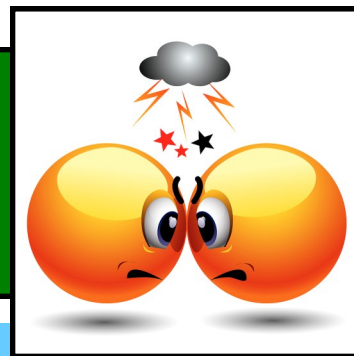


HOW TO HANDLE DIFFICULT CUSTOMER SITUATIONS



Interactive classroom workshop with discussions, lecture, individual/group exercises and skill practice.

Wed, July 18, 2012

8:30am - 10:30am

TC3 Extension Ctr

Purpose:

This program will enable participants to deliver superior levels of customer service to difficult customers in person, by telephone and in writing.

**Sponsored by the
Workforce Investment
Board, Tompkins County
Tourism Program, TC3.biz
and Tompkins Workforce
New York**

www.tompkinsworkforcenyc.org

This workshop will cover:

- Types of difficult customers in the hospitality industry
- 5 things all customers want
- 7 things customers don't want
- Why customers get upset
- Forbidden phrases
- What complaining customers expect
- Satisfying dissatisfied customers
- Points to remember when delivering excellent customer service



To register, contact:

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